

**Grievance Redressal Forum
TPWODL, BURLA**

Quarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Bargarh, Pin- 768017

Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

Bench: A.K.Satapathy, President B.Mahapatra (Co-opted Member) and A.P.Sahu, Member (Finance)

Ref: GRF/Burla/Div/DED/ (Final Order)/ 1678 (4)

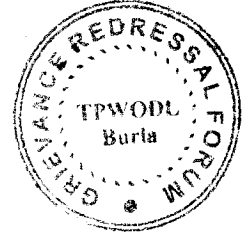
Date: 27/04/24

Present:

Sri A.K. Satapathy, President
Sri B.Mahapatra (Co-opted Member)
Sri A.P.Sahu Member(Finance)

1	Case No.	BRL/305/2024			
2	Complainant/s	Name & Address	Consumer No	Contact No.	
		Janha Lakra C/O-Amar Jyoti Lakra At-Sabarpali Ps-Reamal Dist-Deogarh	4141-1560-1309	7043577613	
3	Respondent/s	S.D.O (E),Deogarh	Division D.E.D, TPWODL, Deogarh		
4	Date of Application	21.03.2024			
5	In the matter of-	1. Agreement/Termination	X	2. Billing Disputes	√
		3. Classification/Reclassification of Consumers	X	4. Contract Demand / Connected Load	X
		5. Disconnection / Reconnection of Supply	X	6. Installation of Equipment & apparatus of Consumer	X
		7. Interruptions	X	8. Metering	X
		9. New Connection	X	10. Quality of Supply & GSOP	X
		11. Security Deposit / Interest	X	12. Shifting of Service Connection & equipments	X
		13. Transfer of Consumer Ownership	X	14. Voltage Fluctuations	X
		15. Others (Specify) -X			
6	Section(s) of Electricity Act, 2003 involved				
7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code,2019	√		
		2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004			
		3. OERC Conduct of Business) Regulations,2004			
		4. Odisha Grid Code (OGC) Regulation,2006			
		5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004			
		6. Others			
8	Date(s) of Hearing	21.03.2024			
9	Date of Order	27/04/24			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

Place of Camp: ESO Office, Tileibani, Deogarh, TPWODL



Appeared

For the Complainant- Janha Lakra
Represented by Amar Jyoti Lakra

For the Respondent - SDO(Electrical), Deogarh, TPWODL.

GRF Case No- BRL/305/2024

Janha Lakra
C/O-Amar Jyoti Lakra
At-Sabarpali
Ps-Reamal
Dist-Deogarh
Consumer No.- 4141-1560-1309

VRS

SDO(Electrical), Deogarh, TPWODL.

COMPLAINANT

OPPOSITE PARTY

GIST OF THE CASE

Amar Jyoti Lakra on behalf of consumer Janha Lakra appeared on Dt. 21.03.2024 at the camp held at ESO Office, Tileibani and submitted a written complaint wherein he has stated billing dispute & request to revise/rectify the same.

SUBMISSION OF OPPOSITE PARTY

The opposite party has submitted billing abstract from April-2010 to Jan-2024, a PVR carried on 25.03.2024 & also submitted a written statement in this case.

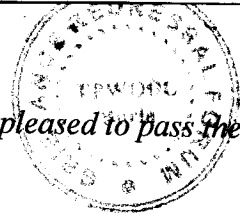
OBSERVATION

The case is pursued with all documents available in records submitted by the complainant and merit of the case. On examining the case in details, the Forum observed that the complainant is a LT-DOM consumer having CD 0.11KW with date of initial power supply 18.04.2010 through meter SL No 797093 as seen from FG/Samadhan App. The complainant has raised objection on billing dispute with prayer to revise the bill. Meanwhile, the meter SI No TPWDL1184548 was installed on 13.06.2023 IMR '0' & MF 1. PI/Avg bills were served to the complainant for the period from Oct-2020 to April-2023 (23.10.2020 to 12.06.2023). Actual bill was served in Sept 2020 with KWh reading of 1703 (23.10.2020). Further it is also seen that the KWh reading was 1160 in Aug 2015 in reference to consumption recorded in meter SI No 797093 & wrong billing were found from Sept-2015 to June 2017. In Aug 2017 the actual reading was 1174 might be set through 'O' code & there after continued the billing problems were developed due to inefficiency of meter reading & table reading was at that time. Hence, revision is required to settle the billing dispute.

Hence it is the opinion of the Forum that the opposite party is liable to revise the bill for the periods from Sepr-2015 to Aug-2017 by spread over the reading of 1174 units with IMR 1160 in reference to consumption recorded meter SI No 797093 and for the period from May 2021 to April 2023 taking IMR as 39 in June 2023 & FMR as 198 in Nov-2023 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.

ORDER

After careful consideration of hearing and data submitted by both parties the Forum is pleased to pass the Order as follows.



1. The Opposite Party is directed to revise the bill for the periods from Sepr-2015 to Aug-2017 by spread over the reading of 1174 units with IMR 1160 in reference to consumption recorded meter SI No 797093 and for the period from May 2021 to April 2023 taking IMR as 39 in June 2023 & FMR as 198 in Nov-2023 with the daily/monthly actual consumption thereof considering the adjustment of previous bill revisions as per law if any.
2. The Opposite party is directed not to consider the bill revision for the period already revised earlier/for the period of penalty/in both cases if any as applicable as not submitted any information for the same.
3. The Opposite party is directed not to consider the bill revision for the period already where the complainant has availed the OTS scheme and rebate thereon if any as applicable as not submitted any information for the same.
4. The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the receipt of this Order, duly considering the applicable tariff during the period, taking in to account the adjustments, if any, and adjustment for the payments made by the complainant and ensure payment thereof.
5. The Opposite Party is directed to collect the revised bill amount and on non-payment, served the Disconnection Notice to the Complainant as per Indian Electricity Act,2003 under Section 56(i) and disconnect the power supply accordingly.
6. The Complainant is directed to pay the revised billed amount so arrived, if any, within due date after receipt of the revised energy charges bill to avoid disconnection.
7. **Opposite party is directed to submit the compliance report to this Forum within one month from the date of issue of this order as the case may be.**

Accordingly, the case is disposed of.

B. Mahapatra
(Co-Opted Member)
Co-opted Member

Grievance Redressal Forum
TPWODL, Burla - 768017

(A.P. Satapathy)
Member (Finance)
Member

Grievance Redressal Forum
TPWODL, Burla - 768017

A.K. Satapathy
(President)
President

Grievance Redressal Forum
TPWODL, Burla - 768017

1. Janna Lakra, C/O-Amar Jyoti Lakra, At-Sabarpali, Ps-Reamal, Dist-Deogarh
2. Sub-Divisional Officer (Elect.) Deogarh, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), DED, TPWODL, Deogarh
4. The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is aggrieved either by this order or due to non-implementation of the order of the Grievance Redressal Forum in time, he/she is at liberty to make representation to the Ombudsman II, Qrs. No.3R-2(S), GRIDCO Colony, P.O:Bhoinagar, Bhubaneswar-751022 (Tel No. 0674-2543825 and Fax No. 0674-2546264) within 30 days from the date of this order of the Grievance Redressal Forums."

This Order can be accessed on OERC website, www.orerc.org under the "head "Cases-> "GRF".)